



CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827
Mailing Address: P.O. Box 26000, Sacramento, CA 95826
800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

September 26, 2013

Mr. Gregory Schmidt
Secretary of the Senate
State Capitol, Room 3044
Sacramento, California 95814

Mr. Schmidt,

Attached is the Contractors State License Board's (CSLB) 2012/13 Annual Statistical Report as required by SB 1953 (Chapter 744, Statutes of 2002).

If you have any comments or questions, please contact either myself or Chief Deputy Registrar, Cindi Christenson, at (916) 255-4000.

Sincerely,

Stephen P. Sands
Registrar

cc: Diane F. Boyer-Vine, Legislative Counsel of California
E. Dotson Wilson, Chief Clerk of the Assembly
Denise Brown, Director, Department of Consumer Affairs
Joan Hancock, Chair, Contractors State License Board



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Average Days to Close for the following categories:

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**COMPLAINTS RECEIVED
FY 2012/13**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	553
Construction Industry Complaints	933
District Complaints (Registrar)	760
Government Complaints	117
Public Consumer Complaints	9,507
Sweep Compliance Complaints	260
Total:	12,130

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	93
District Complaints (Registrar)	1,080
Government Complaints	32
Public Consumer Complaints	3,394
Sweep Compliance Complaints	194
Total:	4,793

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	1,145
Total:	1,145

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	27
District Complaints (Registrar)	5
Public Consumer Complaints	1
Total:	33

TOTAL COMPLAINTS RECEIVED: 18,101

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2012/13**

LICENSEE COMPLAINT (LIC)

CLOSURE FOR INSUFFICIENT EVIDENCE	2,378
CLOSURE FOR NO JURISTITION	364
CLOSURE FOR NO VIOLATION	86
CLOSURE FOR LICENSE ALREADY REVOKED	33
CLOSURE SENT VOLUNTARY ARBITRATION	3
CLOSURE SENT MANDATORY ARBITRATION	39
CLOSURE FOR SETTLED IN SCREENING	2,006
CLOSURE FOR MINOR VIOLATION-WARNING	671
CLOSURE FOR NO FURTHER ACTION	1,064
Total, Licensee Complaint:	6,644

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	880
CLOSURE 7028 NO JURISTITION	168
CLOSURE 7028 NO FURTHER ACTION	99
CLOSURE NO FURTHER ACTION-WARNING	400
Total, Non-Licensee Complaint:	1,547

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 8,191

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2012/13**

LICENSEE COMPLAINT	6,046
NON-LICENSEE COMPLAINT	3,354
APP INVESTIGATION (HIS, APP, OR LIC)	1,145
HOME IMPROVEMENT SALESMAN (HIS)	33
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	10,578

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION
FY 2012/13**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	471
CLOSURE RECOMMENDED FOR CITATION	1,135
CLOSURE REFERRED TO PROSECUTOR	75
CLOSURE FOR INSUFFICIENT EVIDENCE	973
CLOSURE FOR NO JURISTITION	69
CLOSURE FOR NO VIOLATION	226
CLOSURE FOR SETTLED IN INVESTIGATION	712
CLOSURE FOR LICENSE ALREADY REVOKED	113
CLOSURE SENT VOLUNTARY ARBITRATION	41
CLOSURE SENT MANDATORY ARBITRATION	280
CLOSURE FOR ON SITE NEGOTIATION	7
CLOSURE FOR MINOR VIOLATION-WARNING	991
CLOSURE FOR MINOR VIOLATION-NO WARNING	2
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	250
CLOSURE FOR NO FURTHER ACTION	761
Total:	6,106

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,031
CLOSURE 7028 INSUFFICIENT EVIDENCE	983
CLOSURE 7028 NO JURISTITION	58
CLOSURE LACK OF RESOURCES TO RESPOND	165
CLOSURE 7028 NO FURTHER ACTION	275
CLOSURE NO FURTHER ACTION-WARNING	189
CLOSURE REFER TO NON-LICENSEE CITATION	841
Total:	3,542

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE RECOMMENDED FOR S OF I	17
CLOSURE APPLICATION WITHDRAWN	323
CLOSURE APPLICATION VERIFIED	394
CLOSURE NO FURTHER ACTION	23
CLOSURE 485B DENIAL	409
CLOSURE 7073E - PROBATIONARY LICENSE	80
Total:	1,246

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	2
CLOSURE FOR MINOR VIOLATION-WARNING	10
CLOSURE FOR NO FURTHER ACTION	22
Total:	34

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 10,928

**NUMBER OF COMPLAINTS CLOSED PER CONSUMER SERVICES REPRESENTATIVE
AND ENFORCEMENT REPRESENTATIVE**

FY 2012/13

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 22.3

Average Number of Complaints Closed Per Enforcement Representative Per
Month 9.2

COMPLAINTS PENDING AT THE END OF FY 2012/13

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	15	0.4%
July - September	104	2.8%
October - December	333	8.9%
January - March	600	15.9%
April - June	1,893	50.3%
Licensee Complaint (LIC) Total	2,945	78.3%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	1	<0.1%
July - September	8	0.2%
October - December	53	1.4%
January - March	117	3.1%
April - June	486	12.9%
Non-Licensee Complaint Total	665	17.7%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	0	0.0%
January - March	0	0.0%
April - June	5	0.1%
App Investigation (HIS, APP, or Lic)	5	0.1%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	22	0.6%
July - September	3	0.1%
October - December	4	0.1%
January - March	10	0.3%
April - June	108	<0.1%
Home Improvement Salesman Total	147	3.9%
TOTAL COMPLAINTS PENDING:	3,762	100.0%

LICENSEE CITATIONS FOR FY 2012/13

ORDER OF CORRECTION AND FINE	1118
VACATED	0
WITHDRAWN	32
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	1150

NON-LICENSEE CITATIONS FOR FY 2012/13

ORDER OF CORRECTION AND FINE	850
VACATED	0
WITHDRAWN	25
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	875

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2012/13**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	105
HOME IMPROVEMENT SALESMAN	2
LICENSEE COMPLAINT	414
NON-LICENSEE COMPLAINT	0
TOTAL:	521

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	75
NON-LICENSEE COMPLAINT	1,031
TOTAL:	1,106

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2012/13.

TOTAL COMPLAINTS REFERRED: 1,627

**ACTIONS TAKEN BY CSLB
FY 2012/13**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	382
RESULTING FROM ARBITRATION	75
RESULTING FROM CITATION	280
TOTAL LICENSES REVOKED:	737

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	10
RESULTING FROM ARBITRATION	108
RESULTING FROM CITATION	342
TOTAL LICENSES SUSPENDED:	460

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	42
ACCUSATIONS DISMISSED	6
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	48

Note: An individual disciplinary case can have multiple entities and multiple outcomes.

**NUMBER OF CASES CONTAINING VIOLATIONS OF SECTION 7121, 7121.5, AND
SUBDIVISION (e) OF SECTION 7159 OR SUBDIVISION (a)(5) OF SECTION 7159.5**

FY 2012/13

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2012/13,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	45
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2012/13, THE NUMBER OF VIOLATIONS
RESULTING IN A CITATION OR ACCUSATION**

**NUMBER OF CITATIONS WITH 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A
SUSPENSION OR REVOCATION**

7159(e) or 7159.5(a)(5) SUSPENSIONS:	7
7159(e) or 7159.5(a)(5) REVOCATIONS:	5

**NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS
RESULTING IN A SUSPENSION OR REVOCATION**

7121	13
7121.5	5
7159(e) or 7159.5(a)(5)	91

Note: Violations of B&P Code Section 7159.5(a)(5) are included as a result of a 2006 amendment to Chapter 744, Statutes of 2002 (SB 1953).

**COST RECOVERY ORDERED AND PAID
FY 2012/13**

COST RECOVERY ORDERED	\$1,209,854
COST RECOVERY PAID	\$223,957

**AVERAGE NUMBER OF DAYS FROM COMPLAINT FILING TO CLOSURE BY
INTAKE/MEDIATION PRIOR TO REFERRAL FOR AN INVESTIGATION**

FY 2012/13

LICENSEE COMPLAINT (LIC)	39.8
NON-LICENSEE COMPLAINT	33.2
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	38.5

**AVERAGE NUMBER OF DAYS FROM REFERRAL OF A COMPLAINT FOR
INVESTIGATION TO CLOSURE BY INVESTIGATION CENTER**

FY 2012/13

LICENSEE COMPLAINT (LIC)	134.3
NON-LICENSEE COMPLAINT	72.1
HOME IMPROVEMENT SALESMAN (HIS)	38.5
APP INVESTIGATION (HIS, APP, or LIC)	57.7
TOTAL:	105.1

**AVERAGE NUMBER OF DAYS FROM THE FILING OF A COMPLAINT TO THE REFERRAL
OF THE COMPLETED INVESTIGATION TO THE ATTORNEY GENERAL**

FY 2012/13

AVERAGE NUMBER OF DAYS: 234.5

**AVERAGE NUMBER OF DAYS FROM THE REFERRAL OF THE COMPLETED
INVESTIGATION TO THE ATTORNEY GENERAL TO THE FILING OF AN ACCUSATION BY
THE ATTORNEY GENERAL**

FY 2012/13

AVERAGE NUMBER OF DAYS: 208.4

**AVERAGE NUMBER OF DAYS FROM THE FILING OF AN ACCUSATION TO THE FIRST
HEARING DATE OR DATE OF A STIPULATED SETTLEMENT**

FY 2012/13

AVERAGE NUMBER OF DAYS: 342.9

**AVERAGE NUMBER OF DAYS FROM RECEIPT OF ADMINISTRATIVE LAW JUDGE'S
PROPOSED DECISION TO THE REGISTRAR'S FINAL DECISION**

FY 2012/13

AVERAGE NUMBER OF DAYS: 19.5
